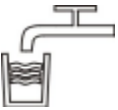


Your Utility Consumer Handbook



A guide to your utility
service questions

Provided by your

Indiana
Office of
Utility
Consumer
Counselor

The advocate for Indiana's
Utility Consumers

Indiana Office of Utility Consumer Counselor
100 North Senate Avenue
Room N501
Indianapolis, Indiana 46204-2215
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August 2000

Introduction

The Indiana Office of Utility Consumer Counselor (OUCC) created this brochure to educate consumers on public utility issues. This brochure gives a general overview of the OUCC's responsibilities, the role of the Indiana Utility Regulatory Commission, the regulatory process and ways to make your voice heard. The brochure also includes information on utility restructuring, the number and type of Indiana utilities, important phone numbers, service territory maps, definitions of common acronyms and a useful glossary.

Questions about any information in this brochure or other utility related issues can be directed to the OUCC's Consumer Services Division, toll-free at (888) 441-2494.

Utility Consumer Handbook

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A Letter from Indiana's Utility Consumer Counselor

Dear Utility Consumer:

Over the years, Hoosiers have come to expect reliable and low-cost utility services. The Indiana Office of Utility Consumer Counselor (OUCC) works hard to achieve this result and is proud of our



successful advocacy on behalf of utility consumers.

There is more work to be done, however, and the OUCC is prepared to meet this challenge. Whether the problem is unreasonably high prices, poor service, or the need for useful information, the OUCC is an ally for Indiana's utility consumers. We will continue to work to help you receive reliable utility service at the lowest reasonable cost.

The Indiana Office of Utility Consumer Counselor is committed to being an active advocate on behalf of utility consumers. I encourage you to contact us with your questions, concerns and comments regarding any utility matter. We welcome your input.

Sincerely,
Anne E. Becker
Indiana Utility Consumer Counselor

Who We Are

The Indiana Office of Utility Consumer Counselor (OUCC) is the state agency that represents the interests of all utility consumers and the public in matters related to the provision of electric, natural gas, telephone, water and sewer services in Indiana.

Our mission is to represent consumers with integrity and professionalism in obtaining high quality, reliable utility services at the most reasonable price possible through vigorous advocacy, education and innovation.

The Indiana General Assembly created the OUCC in 1933. The agency's director, the Utility Consumer Counselor, is appointed by the Governor and serves a four-year term.

The OUCC is staffed by approximately 57 attorneys, accountants, engineers, financial analysts, economists, and administrative personnel.



OUCC Responsibilities

The Indiana Office of Utility Consumer Counselor's job is to help Hoosiers who turn on the lights, pick up the phone or use natural gas, water and sewers, receive reliable and satisfactory utility service at the lowest cost reasonably possible. This is achieved through several ways: regulatory proceedings, public policy and consumer assistance.

Regulatory Proceedings

State Regulatory Proceedings

One of the most important duties is to represent consumers in proceedings before the Indiana Utility Regulatory Commission (IURC). These proceedings cover most aspects of a utility's business from the rates it charges to the manner in which it bills its customers.

The IURC is the state agency that regulates most utilities operating in Indiana. (Certain exceptions may apply to: cooperative, municipal and not-for-profit utilities; utilities with fewer than 300 customers; regional water or sewer districts; and conservancy districts.) In making its decisions, the IURC hears evidence presented by the utility, the OUCC, and possibly others. Then it makes the ruling it feels balances the interests of all the parties involved.

To promote utility consumer interests, the OUCC's attorneys, accountants, engineers, economists, and financial analysts review utility requests and quality of service issues. The information gathered from this work is then filed as testimony in proceedings before the IURC and used to support our recommendation of a fair and appropriate decision for consumers.

Trial and Appellate Courts

The Indiana Office of Utility Consumer Counselor's attorneys also practice before trial and appellate courts to protect Indiana utility consumer rights. Court action occurs when an Indiana

Utility Regulatory Commission decision is appealed or when the OUCC finds that action needs to be taken against a utility not under the IURC's jurisdiction.

Federal Regulatory Proceedings

The OUCC also represents Indiana utility consumers before federal regulatory agencies such as the Federal Energy Regulatory Commission and the Federal Communications Commission in Washington, D.C.

Public Policy

The OUCC provides assistance to legislators and state or federal utility regulators when issues are raised that affect the interests of utility consumers.

Consumer Education and Assistance

As parts of the telecommunications, natural gas and electric industries evolve from regulated monopolies to competitive markets, the Indiana Office of Utility Consumer Counselor provides consumers with practical information designed to assist them in

making important utility service decisions.



The OUCC's External Affairs Division provides helpful assistance and education to utility consumers, public officials and the media. The division strives to meet the needs of

Indiana's utility consumers by answering consumer questions, assisting consumers with utility problems and providing information to utility consumers.

Answering Consumer Questions

If you have a utility service question, the External Affairs Division's Consumer Services section is available to assist you in making wise, utility-related decisions. The representatives also are available to answer questions and provide information on utility

subjects, such as written material on telephone “slamming” and “cramming” issues, Lifeline and Link-Up telephone services, NIPSCO’s natural gas Choice Plan and IPL’s Elect Plan billing options program.

Assisting Consumers with Utility Concerns

If you have a problem with your electric, natural gas, telephone, water or sewer utility that you have not been able to resolve, contact the Indiana Office of Utility Consumer Counselor for assistance. The OUCC’s consumer services representatives are available to assist you.

Assisting consumers with their utility complaints is an important aspect of representing utility consumers. Solving individual consumer problems provides valuable information regarding deficiencies in particular areas. With this knowledge, the OUCC can work to solve larger problems.

Utility Assistance Programs

The OUCC’s Consumer Services can provide you with important information on utility assistance programs. The following programs are available to all qualified Hoosiers. To find out more information or to receive the programs’ eligibility requirements, please contact us for more information.

- Lifeline / Link-Up Telephone Assistance
- Home Energy Assistance Programs

Indiana Utility Regulatory Commission

The IURC oversees more than 700 Indiana natural gas, water, private sewer, electric and telephone utilities. The IURC does not regulate municipal sewer utilities.

An advocate of neither the public nor the utilities, the IURC is required by law to make decisions that balance the interests of all parties to ensure the utilities provide adequate and reliable service at reasonable prices.

The Commission regulates various aspects of the public utilities' business including the rates, financing, bonding, environmental compliance plans and service territories. The Commission has regulatory oversight concerning construction projects, and acquisition of additional plants and equipment. The Commission has authority to initiate investigations of all utilities' rates and practices.



Indiana law allows certain utilities to remove themselves from IURC jurisdiction. These utilities include municipal water utilities; utilities operated by not-for-profit corporations; cooperative telephone and electric companies; and privately owned water and sewer utilities serving fewer than 300 customers. The process for removing a utility from the IURC's jurisdiction is specified by law and typically involves a vote by an elected body or the utility members. A listing of utilities withdrawn from IURC jurisdiction can be found on the IURC's web site at www.state.in.us/iurc.

The IURC receives its authority from the Indiana Code (IC 8-1-2 et seq.) Numerous court decisions further define the Commission's function. The

Indiana Utility Regulatory Commission

302 West Washington Street
Suite E306

Indianapolis, IN 46204

Phone: 317-232-2701

Toll-free: 800-851-4268

FAX: 317-232-6758

www.state.in.us/iurc

IURC also promulgates its “Rules and Regulations Concerning Practice and Procedure” as well as “Rules and Regulations and Standards of Service” to govern each type of utility.

The governor appoints five commissioners to oversee the IURC.

The IURC has a total professional staff of about 75 people, the majority of which are attorneys, engineers, accountants and economists who review and recommend decisions on cases pending before the IURC. The IURC also has a Consumer Affairs Division, which provides liaison services between utility ratepayers and the utilities regarding IURC rule disputes.

State Regulatory Proceedings

Petition

When a utility proposes to make changes to its current operations, it files a petition or application with the Indiana Utility Regulatory Commission (IURC). These changes may include expanding its service territory, increasing or decreasing its rates or changing the way it is regulated. The petition includes information about the utility's request. The Indiana Office of Utility Consumer Counselor (OUCC), consumers and others also may file petitions.

Complaint and Investigation

When a concern arises about a utility's operations, the Indiana Office of Utility Consumer Counselor may file a complaint with the Commission. A complaint could be filed if the utility is providing poor service to its customers. Similarly, the Commission also can initiate an investigation into a utility's operation.

When a petition, complaint or investigation is filed with the Commission, the proceeding is given a five-digit cause number (e.g. IURC Cause No. 40785) that is used to track the case through the administrative process.

Who is involved?

The utility and the Indiana Office of Utility Consumer Counselor are involved as parties to the regulatory proceeding. Intervenors, which are other interested groups, can request permission from the Indiana Utility Regulatory Commission to participate as additional parties to the case. In order to intervene, a substantial stake in the outcome of the proceeding must be shown along with a demonstration that the intervenor's interests are not adequately represented by any other party. Typical intervenors include large industrial customers, cities or towns served by the utility, other utilities or private advocacy groups. Intervenors must be represented by an attorney.

The Role of the Indiana Utility Regulatory Commission



The Commission serves much the same role that a court of law serves in a lawsuit. The Commission acts as a fact-finding body. An administrative law judge and one or more Commissioners are assigned to hear the evidence in each case. The Commission renders a decision based on the evidence.

Prehearing Conference

A prehearing conference is a preliminary hearing where the parties discuss the issues. The parties establish a procedural schedule, including dates for filing evidence and an evidentiary hearing.

Evidence

Each party presents evidence to the Commission to support its position. Unlike a typical court case, the evidence in a utility case is filed in writing and in advance of the evidentiary hearing. Because utility cases are highly technical and very complex, the evidence from witnesses is submitted in advance so other parties can have an opportunity to evaluate and understand it.

Discovery

During discovery, parties ask each other questions to gain a better understanding of the prefiled evidence, positions taken or relevant background information. Discovery usually takes the form of data requests, which are written questions requiring a written response. Discovery also can include sworn depositions of witnesses and requests for the documents.

Settlement

A settlement occurs when the utility, the Indiana Office of Utility Consumer Counselor and any intervening party reach an agreement on the matter before the Commission.



The majority of cases end in settlement. The OUCC prefers reaching a settlement rather than litigation, if the

settlement is reasonable and benefits Indiana's utility consumers. Settlements are the product of hard work and negotiation by all parties and save time and money by avoiding full litigation.

Hearing

The Indiana Utility Regulatory Commission conducts an evidentiary hearing in all cases. If a settlement is reached, the



Commission conducts an uncontested hearing where evidence supporting the result is accepted into the record to assist the Commission in making its decision to approve or deny the settlement.

When parties do not agree, the Commission conducts a contested hearing. Contested hearings are very similar to trials conducted in court. The administrative law judge rules upon objections made to testimony. All evidence offered into the record must meet the same standards for admission used in court. Witnesses are placed under oath and their previously filed testimony is subject to cross-examination by the other parties.

Order

After all evidence has been entered into the record, the parties usually submit briefs or proposed orders. Briefs are legal pleadings that attempt to persuade the Commission to accept a particular position. Proposed orders are documents where the parties propose language to be included in the final order.

The Commission's decisions on all issues are contained in a written final order. Every final order must be voted upon by the members of the Commission in order to be effective. All Commission findings must be supported by substantial evidence to be lawful. The Commission must rely solely upon evidence in reaching its decision.

Appeal

Parties may appeal final Commission orders in two ways. The first is to ask the Commission to reconsider all or part of its decision. The second is to ask the Indiana Court of Appeals to overturn all or part of the Commission's order.

Making Your Voice Heard

Consumer Complaints

If you have a problem with your utility service, try to resolve your problem directly with your utility. If this fails to provide satisfaction, you can receive help by contacting either the Indiana Office of Utility Consumer Counselor or the Indiana Utility Regulatory Commission.

OUC

The Indiana Office of Utility Consumer Counselor (OUC) has a consumer services staff available to help you resolve your utility concern as quickly and as fairly as possible. Our staff can assist you with a variety of complaints, including poor and unreliable service. It is important to keep notes on all phone calls to your utility, including date, time, contact name, a summary of the discussion and copies of all correspondence related to the problem. Please make this information available to OUC staff. Also, when contacting the OUC, please include your name, address, telephone number and the nature of your concern.

You can contact a consumer service staff member by calling toll-free at (888) 441-2494. During regular business hours, we will make every effort to answer your call personally. You also may call at any time and leave a message. You can e-mail the consumer services division from the OUC's Web site, www.state.in.us/ouc or directly at ouc@ucclan.state.in.us. Written complaints may be mailed to the OUC, Consumer Services Division, 100 North Senate Avenue, Room N510, Indianapolis, IN 46204-2215.

IUR

The Indiana Utility Regulatory Commission's (IUR) consumer affairs division also assists utility customers and utilities in resolving issues, such as billing disputes, meter problems and

disconnection. The IURC is an impartial judge, and the consumer affairs division also must remain impartial during the complaint process.

The consumer affairs division can provide information, alternatives, and if necessary, administrative remedies to the problem. If you remain dissatisfied following consumer affairs' initial assistance, you may request that the Commission review the complaint. Consumers may contact the IURC in writing, in person, by telephone or by electronic mail through the IURC's web site, www.state.in.us/iurc. The IURC can be reached at 302 West Washington Street, Suite E306, Indianapolis, IN 46204. Consumers also may phone the IURC toll-free at (800) 851-4268.

Public Field Hearings



Consumers can be active in an Indiana Utility Regulatory Commission proceeding involving their utility by attending a public field hearing. Public field hearings are held in the utility's service territory when a general rate proceeding has been filed and the increase in the utility's revenue is more than \$2.5 million. The OUCC also can request that the IURC conduct a public field hearing in the utility's service territory. The OUCC will make this request when consumers express an interest in the proceeding.

Usually during the night of a public field hearing, two separate meetings are held: a public information meeting and a public field hearing. There are several differences between the two meetings.

Public Information Meeting

- Facilitated by the OUCC
- Opportunity for attorney (OUCC) and client (consumers) discussion
- Allows OUCC staff to present information about the case
- Opportunity for consumers to advise OUCC staff of

concerns

- Provides an opportunity for consumers to ask questions and obtain information
- Opportunity for consumers to make written comments that can be entered into the official record considered by the IURC in its decision

Public Field Hearing

- Conducted by the IURC
- Formal, legal proceeding presided over by an Administrative Law Judge
- Often required by law
- Conducted in utility's service territory
- Allows consumers to make sworn written or oral comments on the utility's proposal, its service and any other relevant issue
- Not a question and answer format
- Comments are part of the official record considered by the IURC in making its decision

During the public information meeting, you will receive a comment form. You can choose to either submit written comments, or you can sign up to speak during the hearing. If you decide to speak, the Indiana Office of Utility Consumer Counselor's attorney will call you as a witness during the hearing. The Indiana Utility Regulatory Commission's administrative law judge will swear you in and a court reporter will take down your testimony. The IURC gives equal consideration to written and oral comments.

Utility Consumer Rights and Responsibilities

Detailed consumer rights and responsibilities are outlined in federal, state and local laws, rules and utility tariffs. As a general rule, the OUCC believes consumers have the following rights and responsibilities.

Rights

The right to reasonable and just rates

Indiana law broadly defines just and reasonable. It also allows the Indiana Utility Regulatory Commission (IURC) or the courts to determine if this regulation is met.

The right to quality service

Some utilities must provide consumers with utility service that meets or exceeds IURC standards. Others set their own service standards.

The right to be informed

The utility should provide information to assist you in making decisions about the service that best fits your needs; identify the services you are currently receiving and the price you are paying for them; and give you complete, concise and accurate answers to your questions.

The right to dispute charges or services

If you are not receiving the service you requested, you may file a complaint with the utility, the IURC, the OUCC or the courts in an effort to resolve your problem.

The right to choose your provider: When more than one provider is available, you can choose the provider you prefer.

Currently in Indiana, all consumers may select the long distance provider(s) of their choice. Some consumers may be able to select local phone service providers and natural gas suppliers.

Responsibilities

The responsibility to promptly pay your utility bill.

The responsibility to use utility service in accordance with applicable rules and regulations.

The responsibility to make a good faith effort to resolve any dispute with the utility before taking the dispute to a third party.

The responsibility to read your utility bill carefully each month and raise any questions or concerns in a timely manner.

Utility Service Disconnection

Utility service disconnection procedures vary depending on the type of utility providing service. This section summarizes the utility service disconnection rules found in the Indiana Administrative Code (170 IAC et. seq.) Please review the code for specific language.

The disconnection rules apply to utilities subject to IURC jurisdiction. Not all utilities are subject to IURC jurisdiction. See the page 11 of this handbook for more information.

What should I do if I receive a disconnection notice?

Immediately contact the utility to discuss why you are being disconnected. If you are facing utility disconnection due to nonpayment, discuss payment plan options with your utility company. Many utilities are willing to provide payment options, while continuing to provide you with utility service.

What if I am currently unable to pay my entire utility bill?

A utility may not disconnect your service if you can show a cause, such as financial hardship, for your inability to pay the full amount. However, you must:

1. pay a reasonable portion of the bill (defined as the lesser of \$10 or ten percent for gas, electric, water or sewer bills and \$20 or 25 percent for telephone bills);
2. agree to pay the remainder within three months;
3. agree to pay all undisputed future bills when due; and
4. not have violated any similar agreement with the utility in the last 12 months.

If you are unable to pay an unusually large bill, the utility may not disconnect your service if you:

1. pay a reasonable portion of the bill;
2. agree to pay the remainder at a reasonable rate; and
3. agree to pay all undisputed future bills.

Are there other reasons a utility may not disconnect service?

Yes. A utility also may not discontinue your service if you:

- Fail to pay for merchandise or appliances purchased from the utility furnishing the service;
- Fail to pay for utility services rendered at a different metering point, or any other location, if such a bill has remained unpaid for 45 days or less;
- Fail to pay for utility services to a previous occupant, unless the utility has good reason to believe that you are attempting to defraud the utility by using another name;
- Fail to pay for a different form or class of utility service; and
- Fail to pay the balance of a delinquent account of another customer unless you are the guarantor of that person's account. (This clause applies to telephone utilities only.)

Is the utility required to provide a disconnection notice?

Yes. The utility must provide advance notice of service disconnection. When you receive this notice, you should immediately contact the utility to discuss ways to avoid disconnection.

If the utility has valid grounds for disconnecting your service, it must follow certain rules before it may disconnect your service. The utility must serve you with clear, advance notice of the disconnection date. For gas and electric utilities, you must receive a written notice 14 days in advance of the proposed disconnection

date. This advance notice is five days for telephone and seven days for water utilities.

The notice must be clearly written, precise, easy to understand and include the following information:

- The date of the proposed disconnection;
- The reason for the proposed disconnection;
- The utility's telephone number for the customer to call in order to question the proposed disconnection or seek information concerning customer's rights; and
- Consumer rights information or reference to a publication containing this information.

A utility can only disconnect your service from 8:00 a.m. to 3:00 p.m. local time. It may not disconnect service for nonpayment on any day that the utility office is closed to the public, or after noon of the day before any day that the utility office is closed to the public.

With the exception of telephone service, before a utility employee disconnects your service the employee must make a reasonable effort to identify himself to you or any other responsible person living upon your premises. The employee should have sufficient information to answer any questions about the reasons for the disconnection and the amount of any delinquent bill. He should attempt to verify if any outstanding bills have been paid or are currently in dispute. If you can provide him with any credible evidence to this effect, he will not disconnect service.

Utilities are not required to collect any payments from customers on the spot to prevent service disconnection. If your utility has authorized its employees to collect payments, disconnection can be avoided by paying any undisputed amount due to that employee.

If your service is disconnected, the utility employee should notify a responsible person upon the premises and give that person

the utility's address and telephone number where the customer may arrange to have service reconnected. If no one is at home, the employee will leave such notice on a conspicuous place upon the premises.

Can a utility disconnect service if it will threaten someone's health?

If utility disconnection will cause a serious and immediate threat to the health or safety of a person in your household, the utility must postpone disconnection for 10 days if you provide the utility with a medical statement from a licensed physician or a public health official. This postponement can be continued for one additional 10-day period upon the provision of an additional medical statement.

Can a utility disconnect service without prior notice?

There are certain circumstances under which a utility can disconnect your service without any prior notice. This can take place only:

- If a condition exists that can be dangerous or hazardous to life, physical safety or property;
- If the Indiana Utility Regulatory Commission or a court orders service disconnection;
- If fraudulent or unauthorized use of the service is detected and the utility has reasonable grounds to believe that you are responsible; or
- If the utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe that you are responsible for such tampering.

In the case of telephone service, the utility also can disconnect your service without any prior notice:

- If the utility's equipment is used in a manner disruptive to the service of other customers; or

-
- If, under extraordinary circumstances, unlimited access to toll network may result in a substantial revenue loss to the utility. In such a case, the utility must undertake reasonable efforts to discuss these circumstances with you before the actual disconnection.

How do I get reconnected?

After you have resolved any problems that led to utility service disconnection, you can apply for service reconnection. The utility may charge a reasonable reconnection fee that cannot exceed the charge approved by the Indiana Utility Regulatory Commission in the utility's filed tariffs. The utility must reconnect your service as soon as is reasonably possible, but at least within one working day after your request. If your service had been disconnected wrongfully, the utility will restore service immediately and at its own expense.

Home Energy Assistance

From December 1 to March 15, electric or gas utilities may not disconnect residential service to any customer who is receiving, or is eligible for and has applied for home energy assistance (IC-4-27-5). However, home energy assistance does not prohibit the utility from disconnecting service under the circumstances listed above in "Can a utility disconnect service without prior notice."

For more information about home energy assistance, contact your local Community Action Administration (CAA). To find your local CAA, consult your phone book or call the Indiana Family and Social Services Agency toll-free at (800) 545-7763.

Utility Glossary



The following is a glossary of some more common technical terms used during utility proceedings. A more comprehensive glossary can be found on our web site at www.state.in.us/oucc. To receive a copy by mail, please call the OUCC consumer services division toll-free at (888) 441-2494.

Case-in-chief : A party's direct testimony in a proceeding before the IURC or a court of law. The case-in-chief becomes evidence to be considered by the Commission.

Cause Number: The five digit number assigned to a case by the Commission and used to track the case. Also called a docket number.

Certificate of Public Convenience and Necessity: Authorization from the IURC allowing a company to render public utility service in a given service territory.

Certificate of Territorial Authority (CTA): Authorization from the IURC allowing a company to render public utility service, usually specifying the area or other conditions of service.

Commodity Charge: The portion of utility rates that varies with the quantity of gas, water or electricity used by a customer.

Cost of Service Study: A study of total costs incurred by a utility in providing service to its customers broken down by customer class. The IURC often requires utilities to perform cost of service studies to determine if their rates are cost-based, or if any customer class is subsidizing another class.

Cost-based Service: A pricing concept that attempts to assign utility costs and revenues to the various customer classes that cause those costs. Utility rates for service that are based upon the accurate cost of providing service are said to be “cost-based.”

Customer Charge: A fixed charge from a utility to its customer to cover the costs incurred by the utility in providing service regardless of whether the customer has used any commodity.

Debt: The amount of money that the utility has borrowed, usually through the issuance of debt securities such as bonds, debentures or promissory notes.

Depreciation: Generally defined as the decline of the service value of utility assets over time due to wear, tear, deterioration or technological advances.

Evidentiary Hearing: A public hearing in which evidence is presented to the IURC.

Extensions and Replacements (E & R): Improvements necessary to provide service to new customers (extensions) and replace older or defective utility plant (replacements).

Kilowatt hour: The unit of measure for the amount of electricity used by a customer. The amount of power used to run a normal 60 watt light bulb for 16 hours, 40 minutes.

Load: The total demand for service on a utility system at any given time.

Rate Base: The total assets of a utility devoted to the service of its current customers.

Rate of Return: The percentage applied to rate base to calculate the net operating income that a regulated utility is allowed to earn.

Return on Common Equity: Component of authorized return for a regulated investor-owned utility that reflects the return to common stockholders after service.

Revenue Requirements: The amount of money a utility must collect to pay expenses and, if necessary, provide a fair return to investors.

Settlement Agreement: An agreement reached by two or more parties to a proceeding that resolves some or all issues. Settlement agreements must be approved by the IURC.

Subsidization: When one class of utility customers pays more than it costs a utility to serve it, while another class pays less than its cost of service. The result is that the overpaying class contributes to the cost recovery of or “subsidizes” the underpaying class.

Therm: A measure of heat content of natural gas. One therm equals 100,000 British Thermal Units (Btu).

OUCC Complaint Form

The OUCC's Consumer Services Division is a resource for Indiana's utility consumers. The division can provide information or assistance on many utility issues. If you have a problem, concern or complaint about a specific telephone, electric, natural gas, water or sewer utility in Indiana, please complete the form below and mail or fax it to:

Indiana Office of Utility Consumer Counselor
100 North Senate Avenue
Room N 501
Indianapolis, IN 46204-2215
FAX: (317) 232-5923

Please fill out this form as completely as possible. Your name and telephone number are required to respond to your complaint.

Your Full Name:

E-mail:

Street Address:

City:

State:

Zip Code:

Daytime Telephone: (with area code)

Best time to call you:

Utility Company:

Is the account in your name? Yes No

If not, whose name is it in?

Please describe your problem:

Have you contacted the Company? Yes No

If so, what has the company done?

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